

Proposed Solution

Date	25 September 2022
Team ID	PNT2022TMID10145
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks

Proposed Solution:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To create a chatbot for banking to provide personal and enhanced way of interaction for customers to guide them in the financial processes involved.
2.	Idea / Solution description	Using Artificial Intelligence with IBM Watson assistant to mimic human conversation in the proposed model to analyse customer data accurately and improve quality of service.
3.	Novelty / Uniqueness	Accept cash delivery requests from customers within a limit which is practically acceptable and higher than that of ATMs cash withdrawal limit.
4.	Social Impact / Customer Satisfaction	24/7 uninterrupted chatbot service to all the customers with timely improvements of the proposed model based on customer feedback. Handle complex queries by well-structured human and computer interaction.
5.	Business Model (Revenue Model)	Free, efficient, and advanced chatbot service will grab public attention which will surely have a huge positive impact on revenue generated by the company. Also, it helps organisations to automate complex processes.
6.	Scalability of the Solution	Broad positive impact for users and connect them globally. Performance tests can be performed on a regular basis to ensure gradual increase in efficiency of the system without hampering the existing workflow.